PRIVACY PROGRAM BULLETIN: ACCESS TO PROTECTED HEALTH INFORMATION (PHI)/MEDICAL INFORMATION

UC DAVIS HEALTH

Applicable Policies

Policy and Procedure (P&P) 2454, Employee Access to Protected Health Information (PHI)

P&P 2902, Confidentiality

P&P 2450, Disclosing the Minimum Necessary Protected Health Information

P&P 2448, Privacy and Identity Protection Surveillance Program

P&P 1302, Protected Health Information (PHI)/Personal Information (PI) Breach Notification

Other Resources

U.S. Department of Health & Human Services, Uses and Disclosures for Treatment, Payment, and Health Care Operations

Background

UC Davis Health is committed to maintaining the confidentiality of all of our patients' information. In accordance with UC Davis Health policies and state and federal laws and regulations, Protected Health Information (PHI)/Medical Information should only be accessed, used, or disclosed for a work-related purpose. Any known or suspected access, use, or disclosure that is not work-related must be immediately reported per policy to the Compliance Department for investigation.

What You Should Know

Access to patient information should only occur if there is a legitimate work purpose for the access. Some examples of improper reasons someone might access patient information include, but are not limited to:

- Out of curiosity because a news worthy event occurred in the area and the affected patients were admitted to the medical center,

- To review and/or monitor the condition and/or diagnosis of a patient you provided services to, and bonded with, but no current treatment relationship exists,

- To obtain a colleague's phone number to request a shift change or for any other personal/non-work-related purpose, or

- To review or print medical records for a family member (or yourself) instead of using the centralized Release of Information (ROI) process.

Additionally, electronic systems that contain PHI/Medical Information are monitored to assure confidential information is properly maintained, used, accessed, and disclosed. Any questionable access or use is investigated and corrective action can be taken against the workforce for substantiated improper access to potentially include termination.

Questions?

Please review the policies and resources listed in the left sidebar of this bulletin. Please do not hesitate to also contact the UC Davis Heath Compliance and Privacy Office at: (916) 734-8808 or hs-privacyprogram@ucdavis.edu.

Contains active links. Distribution via email is preferred. Print as necessary.